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ABSTRACT

This competency test package, one of a series of test packages for office occupations education, contains a list of performance objectives: a sample, 50-point objective test; and several performance test activities. The package also includes complete directions for the student and the instructor, plus answer keys and a guide for evaluating the tests. Suggestions for adapting the tests for special needs students are provided. These tests on business telephone etiquette cover time zones, area codes, various conversations, message forms, and voice quality. (This competency test package can be coordinated with a slide/tape module.) (KC)

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BUSINESS TELEPHONE ETIQUETTE

Competency Test Package

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BUSINESS TELEPHONE ETIQUETTE

Competency Test Package

Prepared by Donna Hines

Published by
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BUSINESS TELEPHONE ETIQUETTE

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BUSINESS TELEPHONE ETIQUETTE

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Bill Barnes, Ph.D., Director
Occupational Curriculum Laboratory

INTRODUCTION

This competency test package was developed as a result of a proposal funded by the Texas Education Agency to the Occupational Curriculum Laboratory at East Texas State University. Based on the results of a needs assessment of selected postsecondary office occupations instructors from across the state, this and several other tests have been developed to test competencies taught in audiovisual instructional modules previously developed by the Occupational Curriculum Laboratory. However, the tests, accompanied by performance objectives, are of a general nature and could be used to evaluate competency of any instructional method in this specific subject area.

Evaluation is most successful when objectives are clearly stated in advance of a learning experience and should be used to measure student's attainment of those specific objectives. Competency tests allow teachers to make a judgment about student progress in relation to a pre-determined standard. These standards should reflect those established by the business community for entry level employees. It is important that students understand the criteria that are used to evaluate their competency in a given subject area.

Therefore, materials in the audiovisual modules, as well as the competency test packages, have been developed with student needs and interests in mind. They are designed with flexibility for use as supplementary or primary teaching aids in many of the office occupations classes. As a result, the students should find the material practical and job-related.

Each competency test package includes a list of performance objectives; a pool of objective questions matched with these performance objectives; a sample, 50-point objective test; and several performance test activities. The package also includes complete directions for the student and the instructor, plus answer keys and a guide for evaluating the tests.

ADMINISTERING COMPETENCY TESTS

TO

SPECIAL NEEDS STUDENTS

Within the wide range of special needs students, fall the physically and mentally handicapped, disadvantaged, and limited English proficient students. These individuals should be viewed on the basis of their potential contributions to the world of work, not on their limiting factors. In considering these students for vocational training, however, it is important to remember the factors that may make a job inaccessible or difficult to perform. Often these difficulties can be overcome or eliminated through modifications in the training program. Performance standards should not be reduced, but rather the student's potential ability should be realistically identified and carefully matched to attainable employment opportunities.

Federal law states that employers must make reasonable efforts to accomodate a worker's handicap (Sections 503 and 504 of the 1972 Rehabilitation Act, P.L. 93-112). The 1976 Education Amendment to the Vocational Education Act (P.O. 94-482) mandates the provision for appropriate vocational training for all special needs students and stresses program and facility accessibility to them. It is therefore important that office education teachers have a basic understanding of special needs students and the problems that may be encountered when working with them.

Much literature has been printed on this topic. Two good resources are published by the Occupational Curriculum Laboratory. The Texas Handbook for Serving Vocational Special Needs Students will be available during the 1984-85 school year. A second publication, Special Needs Adaptations for Office Education Teachers, describes in depth students who are hearing impaired, mentally retarded, physically impaired, and visually handicapped. This handbook also suggests methods for adapting lesson materials to students with any of these handicaps.

This criterion-based test is an excellent means for measuring the competencies of special needs students because their performance is not compared with their "normal" peers. Rather, each student, whether special needs or not, is evaluated in relation to competencies necessary to perform tasks common in the world of work. If necessary, however, these materials can be adapted for special needs students. For example, test materials may be reproduced in large print or questions given orally or recorded for visually impaired students. Additional time to complete answers may be necessary for mentally or physically impaired students and disadvantaged students who are one or more academic grade levels behind. The reading level of questions may also need to be readjusted for the learning disabled, disadvantaged, and limited English proficient students. A translation of the test materials into a student's native language may also be necessary. Hearing impaired students should not have difficulty with this test, as long as directions are clearly explained and/or given in writing. The flexibility of these test materials gives teachers opportunities to adapt evaluation measures to special needs students.

BUSINESS TELEPHONE ETIQUETTE

INSTRUCTOR'S GUIDE
GENERAL INSTRUCTIONS

This competency test package is coordinated with the slide/tape module,

BUSINESS TELEPHONE ETIQUETTE.

The package offers the instructor flexibility of test design to meet the individual needs of instructors and students.

Uses for Competency Tests

1. Pre-Test:

   Materials in this competency test package may be used to pre-test students in this subject area. If a satisfactory level of mastery is demonstrated, no instruction is necessary, and students may pass to a higher level of instruction. Otherwise, the students would proceed with the planned schedule of instruction.

2. Individualized Instruction:

   The slide/tape package, with its accompanying competency test, may be used for individualized instruction. After brief directions from the instructor, the student views the slide/tape presentation, completes the activity packet, and is then ready for the competency test. If test results show a weakness in an area, the student should review that portion of the slide/tape presentation, and retake the test. This method, plus extra help from the teacher or a tutor, would be ideal for instructing special needs students. They could progress at a rate that meets their individual needs.

3. Group Instruction:

   The slide/tape package may be used as a supplement to a regular curriculum for group instruction. After viewing the slide/tape presentation, participating in classroom discussion, and completing the student activity packet, the student should be able to demonstrate proficiency in items listed in the performance objectives. The competency test can be used to measure students' progress toward meeting those objectives.

4. Remedial Instruction:

   Students in advanced classes who demonstrate a poor understanding of the subject matter may need remedial help. Competency test in basic skills may be administered to diagnose the problem area(s). For example, students in word processing classes who lack basic English usage skills, could take the competency test in this area to locate the deficiency. Once identified, remedial instruction could be initiated.

5. Employment Screening:

This test material would be useful to employers for screening prospective employees for competency in this subject area. The test could be an effective tool in comparing skills of applicants and/or evaluating the applicant's training if the program is unfamiliar to the employer. Skills of applicants with work experience, but no formal training, could be measured to determine their comprehensive understanding of the subject.

Competency Test Resources

1. List of performance objectives
2. Pool of true-false, multiple choice, fill-in-the-blank, and matching questions for each performance objective
3. Sample, 50-point objective test compiled from this pool of questions that may be easily reproduced and used in a group or individual setting
4. Performance test activities that challenge the student to put the learned skill into practical application
5. Answer keys and a checklist for evaluating the test competencies
6. Color-coded materials for convenience in locating components:

BROWN	- performance objectives	PERFORMANCE OBJECTIVES
GREEN	- pool of objective questions	OBJECTIVE QUESTIONS
YELLOW	- sample objective test	OBJECTIVE TEST
BLUE	- performance test situations	PERFORMANCE TEST
PINK	- answer keys	ANSWER KEYS

BUSINESS TELEPHONE ETIQUETTE
INSTRUCTOR'S GUIDE
SPECIFIC INSTRUCTIONS

Getting Ready to Test

The instructor should review the list of performance objectives to be certain instruction has been offered for each objective. A review session should be scheduled if needed. After instruction has been completed (either teacher prepared or the slide/tape package), students will be ready for the competency test, which should include an objective and a performance test.

Preparing the Test

The instructor may choose to use the prepared, 50-point sample objective test or develop an original test from the pool of questions from each performance objective. The competency test should also include all or part of the performance test activities.

After determining which test materials to use, the instructor will prepare and reproduce a sufficient number of copies for the students.

Prerequisite Skills

No prerequisite skills are required to complete this competency test, other than an adequate oral use of the English language. (Note: students with limited English proficiency may need additional bilingual education instruction.)

Needed Equipment and Supplies

Telephones equipped with recording devices would be helpful when evaluating the voice quality of students. If these are not available, orally role-playing the scripts would be satisfactory. In the performance test for taking telephone messages, the instructor may choose to record the scripts on tape. If so, a tape recorder/player is needed.

Administering the Test in a Group or Individual Setting

1. Prepare and/or collect the test forms, supplies, and necessary equipment.

2. Prepare the room with adequate seating, sufficiently spaced to maintain control.

3. Provide a well-lighted place for each student, with adequate supplies, equipment, and workspace that is free from distractions.

4. Allow sufficient time to administer the test. The objective and performance tests need to be scheduled during different class periods.

5. Give general instructions and distribute the test and necessary supplies. Ask if there are any questions.

6. Monitor students during the administration of the test to provide control for valid results.

BUSINESS TELEPHONE ETIQUETTE

PERFORMANCE OBJECTIVES

1. The student will be able to list six tips for improving telephone efficiency.
2. The student will be able to demonstrate appropriate rules for handling incoming telephone calls.
3. The student will be able to describe the procedure for transferring calls.
4. The student will be able to record telephone messages accurately.
5. The student will be able to demonstrate the appropriate procedure for placing outgoing telephone calls.

PERFORMANCE OBJECTIVES

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SUGGESTED EVALUATION CRITERIA

The following is a checklist that can be used when evaluating the student's competency in this area. The checklist is not intended as a method of grading, but merely as a means of determining whether the student has mastered the competencies presented in the list of performance objectives. Place a check mark in the column at the right of each competency if it is satisfactorily completed.

1. 50-point test (approximate time: 45 minutes)
   Completed with at least 70% accuracy ____

2. Peformance tests

   A. Area codes and time zones (Approximate time: 30 minutes)
      (1) Area codes are listed for each city with 80% accuracy. ____
      (2) Times are listed for cities in different zones with 80% accuracy. ____

   B. Telephone conversations (Approximate time: 30 minutes)
      (1) Incoming call
         (a) Student identified the company. ____
         (b) Student identified self. ____
         (c) Student explained the delay in getting information. ____
         (d) Student repeated instructions and the message. ____
         (e) Student relayed accurate messages. ____

      (2) Outgoing call
         (a) Student identified the company. ____
         (b) Student identified self. ____
         (c) Student relayed accurate information. ____
         (d) Student closed courteously. ____
         (e) Student recorded accurate messages. ____

      (3) Transfer call
         (a) Student identified the company ____
         (b) Student identified self. ____
         (c) Student informed the caller that Ms. Howell was not available, but did NOT reveal the personal circumstances of her absence. ____
         (d) The student asked the caller if she wished to be transferred. ____
         (e) The student gave the caller the extension number to which the call was transferred. ____
         (f) The student asked for the individual to whom the call was being transferred. ____
         (g) The student gave the name of the person calling and the purpose of the call being transferred. ____
         (h) The student recorded an accurate message to Ms. Howell ____

   C. Taking telephone messages (Approximate time: 15 minutes)
      (1) While listening to three business telephone conversations, the student recorded the following information with 80% accuracy.
         (a) The person being called. ____
         (b) The caller's name. ____
         (c) Current date. ____
         (d) Correct time. ____
         (e) Accurate facts in the message. ____
         (f) Name or initials of the person taking the message ____

D. Evaluating voice quality (Approximate time: 5 minutes for each pair of students)

(1) The student participated in the exercise. ____

(2) The student had an evaluation score of at least 70 percent. ____

OBJECTIVE TEST FOR
BUSINESS TELEPHONE ETIQUETTE

NAME: _____

DATE: _____

Circle T for TRUE and F for FALSE for the following statements:

T F 1. Technical language should be used to express a businesslike attitude.

T F 2. Note the caller's name and use it in the conversation to add a warm, personal touch.

T F 3. If you are unsure of a person's name, write it as accurately as possible, but do not embarrass the caller by asking him/her to repeat it.

T F 4. Make a note of telephone requests and follow up with an appropriate letter or memorandum.

T F 5. Business telephone etiquette is a minor part of office operation.

T F 6. If you must ask a caller to hold, return to the line at least once each minute.

T F 7. Valuable time is wasted by saying, "Good afternoon, accounting department, Chris speaking."

T F 8. In transferring calls, first you must inform the caller that the person called is not available at the number dialed.

T F 9. In transferring a call, give only the name of the person calling to the person who answers the transferred call.

T F 10. If the caller does not wish to be transferred, tell the person to call back at a later time.

T F 11. When the person being called is not available, offer to take a message and relay it as soon as possible.

T F 12. Telephone message forms are convenient for recording the name, date, and number of the caller, as well as the reason the person being called is not available.

T F 13. The person taking a telephone message should sign or initial each message.

T F 14. The telephone directory is a helpful tool for placing incoming calls.

T F 15. To be more efficient, it is helpful to keep a personal telephone directory or card file of those people whom you call frequently.

T F 16. It is important to remember time zone differences when planning long distance calls.

T F 17. Advances in telecommunications have decreased the importance of person-to-person communication.

T F 18. It is important to answer a ringing telephone promptly.

T F 19. Techniques for transferring calls will vary from system to system.

Using one of the following six tips would improve telephone efficiency in each of the following situations. Match the letter of the tip with the appropriate situation.

A. Use businesslike expressions.
B. Note the caller's name and use it in the conversation.
C. Return calls promptly.
D. Take accurate notes.
E. Speak clearly in a pleasant tone.
F. Acknowledge telephone requests in writing.

20._____ The caller's message is misunderstood because he/she is chewing gum while talking on the telephone.

21._____ A good customer gets tired of waiting for requested information and takes his/her business to your competitor.

22._____ The telephone conversation seems cold and impersonal.

23._____ Technical language confuses a caller who is looking for general information.

24._____ An important meeting is missed because the wrong time was noted on the telephone message form.

25._____ A customer receives the wrong merchandise that was ordered by telephone.

26._____ A caller is insulted when she is called "Honey" and "Sweetie Pie."

27._____ A call cannot be returned quickly because the telephone message failed to note the caller's area code.

28._____ In filling a telephone order, a supplier sends 500 typewriter ribbons instead of the 50 that were ordered.

29._____ The caller feels unimportant.

Briefly list six pertinent items to include in a telephone message.

30. _____

31. _____

32. _____

33. _____

34. _____

35. _____

Using one of the following five basic rules would improve telephone efficiency in each of the following situations. Match the letter of the rule with the appropriate situation.

A. Answer the telephone promptly.
B. Identify yourself and the company immediately.
C. Ask for the caller's name and the purpose of the call.
D. Do not insist the caller give his/her name and the nature of the call.
E. If you must leave the line, give the caller the option of holding or having you return the call.

36._____ Incessant ringing of the telephone is annoying to fellow employees.

37._____ A caller is upset when kept on hold for five minutes.

38._____ A caller is angered when pressured to reveal the personal reason for the call.

39._____ Time is wasted talking to a person who dialed a wrong number.

40._____ The boss is irritated because a solicitor is transferred to his/her private line.

41._____ A prospective customer hangs up thinking the office is closed.

Number from 1 to 9 the steps used for transferring calls.

42.____ When the person at the transferred number answers, give the name of the caller and the person being called.

43.____ Tell the caller the person is not available at the number dialed.

44.____ Ask the caller to hold.

45.____ If the caller does not wish to be transferred, offer to take a message.

46.____ Restate the name of the person to whom the call is being transferred.

47.____ Give the caller the number to which the call is being transferred.

48.____ Complete the technical transfer procedure.

49.____ Ask if the caller wishes to be transferred to the appropriate number.

50.____ Return to the line and tell the caller the transfer has been completed.

BUSINESS TELEPHONE ETIQUETTE

Performance Objective 1 The student will be able to list six tips for improving telephone efficiency.

Circle T for TRUE and F for FALSE for the following statements.

T F 1. Technical language should be used to express a businessslike attitude.

T F 2. Note the caller's name and use it in the conversation to add a warm, personal touch.

T F 3. If you must return calls, save them until the time during which you generally make your outgoing calls.

T F 4. If you are unsure of a person's name, write it as accurately as possible, but do not embarrass the caller by asking him/her to repeat it.

T F 5. It is important to speak clearly and distinctly, and yet project a pleasant tone.

T F 6. Make a note of telephone requests and follow up with an appropriate letter or memorandum.

T F 7. Business telephone etiquette is a minor part of office operation.

8. List six tips for increasing telephone efficiency.

1. _____.
2. _____.
3. _____.
4. _____.
5. _____.
6. _____.

OBJECTIVE QUESTIONS

Using one of the following six tips would improve telephone efficiency in each of the following situations. Match the letter of the tip with the appropriate situation.

A. Use businesslike expressions.
B. Note the caller's name and use it in the conversation.
C. Return calls promptly.
D. Take accurate notes.
E. Speak clearly in a pleasant tone.
F. Acknowledge telephone requests in writing.

_____ 9. The caller's messsage is misunderstood because he/she is chewing gum while talking on the telephone.

_____ 10. A good customer gets tired of waiting for requested information and takes his/her business to your competitor.

_____ 11. The telephone conversation seems cold and impersonal.

_____ 12. Technical language confuses a caller who is looking for general information.

_____ 13. An important meeting is missed because the wrong time was noted on the telephone message form.

_____ 14. A customer receives the wrong merchandise that was ordered by telephone.

_____ 15. A caller is insulted when she is called "Honey" and "Sweetie Pie."

_____ 16. A call cannot be returned quickly because the telephone message failed to note the caller's area code.

_____ 17. In filling a telephone order, a supplier sends 500 typewriter ribbons instead of the 50 that were ordered.

_____ 18. The caller feels unimportant.

BUSINESS TELEPHONE ETIQUETTE

Performance Objective 2 The student will be able to demonstrate appropriate rules for handling incoming telephone calls.

Circle T for TRUE and F for FALSE for the following statements.

T F 1. It is important to answer a ringing telephone promptly.

T F 2. Valuable time is wasted by saying, "Good afternoon, accounting department, Chris speaking."

T F 3. It is poor manners to ask for the caller's name and the purpose of the call.

T F 4. The caller should be pressed to reveal the reason for the call.

T F 5. If you must leave the line to get information, always tell the caller that you will call back shortly.

T F 6. If you must ask a caller to hold, return to the line at least once each minute.

Using one of the following five basic rules would improve telephone efficiency in each of the following situations. Match the letter of the rule with the appropriate situation.

A. Answer the telephone promptly.
B. Identify yourself and the company immediately.
C. Ask for the caller's name and the purpose of the call.
D. Do not insist the caller give his/her name and nature of the call.
E. If you must leave the line, give the caller the option of holding or having you return the call.

_____ 7. Incessant ringing of the telephone is annoying to fellow employees.

_____ 8. A caller is upset when kept on hold for five minutes.

_____ 9. A caller is angered when pressured to reveal the personal reason for the call.

_____ 10. Time is wasted talking to a person who dialed a wrong number.

_____ 11. The boss is irritated because a solicitor is transferred to his/her private line.

_____ 12. A prospective customer hangs up thinking the office is closed.

OBJECTIVE QUESTIONS

BUSINESS TELEPHONE ETIQUETTE

Performance Objective 3 The student will be able to describe the procedures for transferring calls.

Circle T for TRUE and F for FALSE in the following statements.

T F 1. Techniques for transferring calls will vary from system to system.

T F 2. In transferring calls, first you must inform the caller that the person called is not available at the number dialed.

T F 3. If the person called is at another telephone number, you should automatically transfer all calls to that number.

T F 4. For future reference, it is advisable to give the caller the number to which the call is being transferred.

T F 5. In transferring a call, give only the name of the person calling to the person who answers the transferred call.

T F 6. If the caller does not wish to be transferred, tell the person to call back at a later time.

Number from 1 to 9 the steps used for transferring calls.

7.____When the person at the transferred number answers, give the name of the caller and the person being called.

8.____Tell the caller the person is not available at the number dialed.

9.____Ask the caller to hold.

10.____If the caller does not wish to be transferred, offer to take a message.

11.____Restate the name of the person to whom the call is being transferred.

12.____Give the caller the number to which the call is being transferred.

13.____Complete the technical transfer procedure.

14.____Ask if the caller wishes to be transferred to the appropriate number.

15.____Return to the line and tell the caller the transfer has been completed.

Briefly list five steps for transferring a telephone call. Inasmuch as the mechanics of transferring calls vary among systems, describe only what is said.

16._____

17._____

18._____

19._____

20._____

Performance Objective 4 The student will be able to record telephone messages accurately.

Circle T for TRUE and F for FALSE in the following statements.

T F 1. Telephone message forms are convenient for recording the name, date, and number of the caller, as well as the reason the person being called is not available.

T F 2. When the person called is not available, give the caller specific information as to the whereabouts of the person.

T F 3. When the person being called is not available, offer to take a message and relay it as soon as possible.

T F 4. When recording telephone messages, it is important to get the correct spelling of the name of the caller.

T F 5. It is preferred, but not necessary, to record the date and time a telephone message was received.

T F 6. When taking telephone messages, record the caller's number including the area code if different from your local area.

T F 7. The person taking a telephone message should sign or initial each message.

Briefly list six pertinent items to include in a telephone message.

8. _____

9. _____

10. _____

11. _____

12. _____

13. _____

BUSINESS TELEPHONE ETIQUETTE

Performance Objective 5 The student will be able to demonstrate appropriate procedures for placing outgoing telephone calls.

Circle T for TRUE and F for FALSE for the following statements.

T F 1. The telephone directory is a helpful tool for placing incoming calls.

T F 2. Most telephone directories are divided into two sections, the white pages and the yellow pages.

T F 3. The white pages of a telephone directory list local businesses under subject headings.

T F 4. The yellow pages alphabetically list the names and numbers of subscribers.

T F 5. If you want information on the price of typewriter ribbons, you should call businesses listed in the yellow pages under office supplies.

T F 6. To be more efficient, it is helpful to keep a personal telephone directory or card file of those people whom you call frequently.

T F 7. If your job regularly requires you to make several calls each day, it is advisable to set aside a definite period of time during which to make them.

T F 8. It is important to remember time zone differences when planning long distance calls.

T F 9. When placing a call, first ask to speak to the person whom you are calling.

T F 10. When placing a call, get directly to the point and do not waste time with idle conversation.

T F 11. Advances in telecommunications have decreased the importance of person-to-person communication.

List four technological advances in telecommunications.

12. _____

13. _____

14. _____

15. _____

Briefly outline four items of information you should plan before making a call.

16. _____

17. _____

18. _____

19. _____

Briefly outline what you should say when you make a telephone call.

20. _____

21. _____

22. _____

23. _____

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BUSINESS TELEPHONE ETIQUETTE

PERFORMANCE TEST I

Using the attached information sheets or a current Texas telephone directory, indicate the area code and time of day for each of the calls made from the following locations.

	CALL PLACED FROM:				CALL PLACED TO:			
	City	State	Area Code	Time	City	State	Area Code	Time
1.	Los Angeles	CA		9 a.m.	Denver	CO		
2.	San Antonio	TX		12 noon	Key West	FL		
3.	Portland	OR			Portland	ME		2 p.m.
4.	Atlanta	GA			Dallas	TX		8 a.m.
5.	Columbus	OH		11 a.m.	Ogden	UT		
6.	Abilene	TX		10 a.m.	Scranton	PA		
7.	Vancouver British Columbia Canada				St. John New Brunswick Canada			5 p.m.
8.	Las Vegas	NV			El Paso	TX		3 p.m.
9.	Albuquerque	NM		1 p.m.	Kalamazoo	MI		
10.	Houston	TX		4 p.m.	Liberty	TX		

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AREA CODES & TIME ZONES

TO OBTAIN AREA CODES FOR POINTS NOT LISTED, DIAL OPERATOR

PLACE	AREA
ALABAMA	
All Cities	205
ARIZONA	
All Cities	602
ARKANSAS	
All Cities	501
CALIFORNIA	
Anaheim	714
Bakersfield	805
Beverly Hills	213
Compton	213
El Centro	714
El Monte	213
Fresno	209
Los Angeles	213
Merced	209
Modesto	209
Mojave	805
Monterey	408
Oakland	415
Oceanside	714
Pomona	714
Redding	916
Redlands	714
Riverside	714
Sacramento	916
Salinas	408
San Diego	619
San Francisco	415
San Jose	408
San Mateo	415
San Rafael	415
Santa Cruz	408
Santa Rosa	707
Stockton	209
Vallejo	707
Ventura	805
Visalia	209

PLACE	AREA
COLORADO	
All Cities	303
CONNECTICUT	
All Cities	302
DELAWARE	
All Cities	302
DISTRICT OF COLUMBIA	
Washington	202
FLORIDA	
Belle Glade	305
Clearwater	813
Cocoa	305
Crestview	904
Daytona Beach	904
Delray Beach	305
Fort Lauderdale	305
Fort Myers	813
Fort Pierce	305
Gainesville	904
Hollywood	305
Jacksonville	904
Key West	305
Leesburg	904
Melbourne	305
Miami	305
Miami Beach	305
Ocala	904
Panama City	904
Pensacola	904
Sarasota	813
Tallahassee	904
West Palm Beach	305
Winter Garden	305
Winter Haven	813

PLACE	AREA
GEORGIA	
Albany	912
Athens	404
Atlanta	404
Augusta	404
Brunswick	912
Columbus	404
Dalton	404
Macon	912
Marietta	404
Rome	404
Savannah	912
Thomasville	912
IDAHO	
All Cities	208
ILLINOIS	
Aurora	312
Belleville	618
Bloomington	309
Centralia	618
Champaign-Urbana	217
Chicago	312
Chicago Heights	312
Decatur	217
Elgin	312
Geneva	312
Highland Park	312
Jacksonville	217
Joliet	815
Kankakee	815
La Grange	312
Lombard	312
Mt. Vernon	618
Olney	618
Park Ridge	312
Peoria	309
Riverdale	312
Rockford	815
Rock Island	309

PLACE	AREA
Springfield	217
Waukegan	312
INDIANA	
Bedford	812
Bloomington	812
Columbus	812
Elkhart	219
Evansville	812
Gary	219
Hammond	219
Indianapolis	317
Kokomo	317
New Albany	812
South Bend	219
IOWA	
Ames	515
Cedar Rapids	319
Council Bluffs	712
Davenport	319
Des Moines	515
Dubuque	319
Iowa City	319
Mason City	515
Ottumwa	515
Waterloo	319
KANSAS	
Atchison	913
Chanute	316
Dodge City	316
El Dorado	316
Great Bend	316
Harper	316
Hays	913
Hutchinson	316
Kansas City	913
Leavenworth	913
Liberal	316
Manhattan	913
McPherson	316

PLACE	AREA
Newton	316
Ottawa	913
Pittsburg	316
Pratt	316
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Salina	913
Topeka	913
Wellington	316
Wichita	316
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Ashland	606
Bowling Green	502
Danville	606
Frankfort	502
Hopkinsville	502
Louisville	502
Owensboro	502
Paducah	502
LOUISIANA	
Alexandria	318
Baton Rouge	504
Bogalusa	504
Bunkie	318
Crowley	318
Donaldsonville	504
Eunice	318
Homer	318
Houma	504
Lafayette	318
Lake Charles	318
Larose	504
Leesville	318
Many	318
Minden	318
Monroe	318
Morgan City	504
New Iberia	318
New Orleans	504
Opelousas	318
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Ruston	318

PLACE	AREA
Shreveport	318
Thibodaux	504
Winnsboro	318
MAINE	
All Cities	207
MARYLAND	
All Cities	301
MASSACHUSETTS	
Boston	617
Fall River	617
Haverhill	617
Hyannis	617
Lawrence	617
Lowell	617
New Bedford	617
Newburyport	617
Salem	617
Springfield	413
Westover Air Force Base	413
Worcester	617
MICHIGAN	
Ann Arbor	313
Battle Creek	616
Benton Harbor	616
Detroit	313
Flint	313
Grand Rapids	616
Jackson	517
Kalamazoo	616
Lansing	517
Muskegon	616
Pontiac	313
Port Huron	313
Saginaw	517

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AREA CODES

PLACE	AREA
MINNESOTA	
Detroit Lakes	218
Duluth	218
Grand Rapids	218
Lake Minnetonka	612
Minneapolis	612
Owatonna	507
Rochester	507
St. Paul	612
MISSISSIPPI	
All Cities	601
MISSOURI	
Cape Girardeau	314
Carthage	417
Chillicothe	816
Columbia	314
Jefferson Barracks	314
Joplin	417
Kansas City	816
Moberly	816
Nevada	417
Poplar Bluff	314
St. Charles	314
St. Joseph	816
St. Louis	314
Sedalia	816
Springfield	417
MONTANA	
All Cities	406
NEBRASKA	
Beatrice	402
Grand Island	308
Holdrege	308
Lexington	308
Lincoln	402
Norfolk	402
North Platte	308
Omaha	402
Scottsbluff	308
NEVADA	
All Cities	702
NEW HAMPSHIRE	
All Cities	603
NEW JERSEY	
Asbury Park	201
Atlantic City	609
Camden	609
Dover	201
Freehold	201
Hackensack	201
Morristown	201
Mount Holly	609
Newark	201
New Brunswick	201
Paterson	201
Trenton	609
Woodbury	609
NEW MEXICO	
All Cities	505
NEW YORK	
Albany	518
Buffalo	716
Elmira	607
Mount Kisco	914
Mount Vernon	914
Newburgh	914
New York City	212
Niagara Falls	716
Nyack	914
Poughkeepsie	914
Rochester	716
Rome	315
Schenectady	518
Syracuse	315
Troy	518
Utica	315
White Plains	914

PLACE	AREA
NORTH CAROLINA	
Asheville	704
Burlington	919
Charlotte	704
Durham	919
Fayetteville	919
Greensboro	919
Greenville	919
Lexington	704
Raleigh	919
Wilmington	919
Winston-Salem	919
NORTH DAKOTA	
All Cities	701
OHIO	
Akron	216
Canton	216
Chillicothe	614
Cincinnati	513
Cleveland	216
Columbus	614
Dayton	513
Elyria	216
Mansfield	419
Marion	614
Portsmouth	614
Toledo	419
Youngstown	216
OKLAHOMA	
Achille	405
Ada	405
Afton	918
Altus	405
Anadarko	405
Apache	405
Ardmore	405
Bartlesville	918
Bennington	405
Bethany	405
Bixby	918
Blackwell	405
Blair	405
Blanchard	405
Bokchito	405
Bristow	918
Broken Arrow	918
Burns Flat	405
Caddo	405
Calera	405
Carnegie	405
Chickasha	405
Claremore	918
Clinton	405
Coalgate	405
Colbert	405
Collinsville	918
Comanche	405
Commerce	918
Crescent	405
Cushing	918
Cyril	405
Dewey	918
Dill City	405
Duncan	405
Durant	405
Edmond	405
Elk City	405
Elmore City	405
El Reno	405
Enid	405
Erick	405
Fairview	405
Frederick	405
Gene Autry	405
Grandfield	405
Grove	918
Guthrie	405
Guymon	405
Harrah	405
Haskell	918
Heavener	918
Henryetta	918
Hobart	405
Hollis	405
Hominy	918
Kingston	405
Konawa	405
Lawton	405
Lindsey	405

PLACE	AREA
Locust Grove	918
Lone Grove	405
Madill	405
Mangum	405
Marlow	405
Maysville	405
McAlester	918
Miami	918
Midwest City	405
Moore	405
Morris	918
Mountain View	405
Muldrow	918
Muskogee	918
Norman	405
Oklahoma City	405
Okmulgee	918
Paoli	405
Pauls Valley	405
Perry	405
Ponca City	405
Pond Creek	405
Porum	918
Poteau	918
Prague	405
Pryor	918
Purcell	405
Quapaw	918
Ringling	405
Rush Springs	405
Ryan	405
Sallisaw	918
Sand Springs	918
Salpulpa	918
Shattuck	405
Shawnee	405
Snyder	405
Stigler	918
Stillwater	405
Stilwell	918
Stonewall	405
Stroud	918
Tahlequah	918
Talihina	918
Tecumseh	405
Terral	405
Tipton	405
Tulsa	918
Tuttle	405
Vinita	918
Wagoner	918
Walters	405
Wapanucka	405
Waurika	405
Weatherford	405
Webber Falls	918
Wilburton	918
Woodward	405
Wynnewood	405
Yuba	405
Yukon	405
OREGON	
All Cities	503
PENNSYLVANIA	
Altoona	814
Erie	814
Greensburg	412
Harrisburg	717
Lancaster	717
Norristown	215
Philadelphia	215
Pittsburgh	412
Reading	215
Scranton	717
Washington	412
West Chester	215
Williamsport	717
RHODE ISLAND	
All Cities	401
SOUTH CAROLINA	
All Cities	803
SOUTH DAKOTA	
All Cities	605

PLACE	AREA
TENNESSEE	
Chattanooga	615
Cleveland	615
Columbia	615
Johnson City	615
Kingsport	615
Knoxville	615
Memphis	901
Nashville	615
TEXAS	
Abernathy	806
Abilene	915
Ackerly	915
Acton	817
Addison	214
Albany	817
Aledo	817
Alice	512
Allen	214
Alpine	915
Alvarado	817
Alvin	713
Alvord	817
Amarillo	806
Amherst	806
Anderson	409
Andrews	915
Angleton	409
Anna	214
Anson	915
Anton	806
Aransas Pass	512
Archer City	817
Argyle	817
Arlington	817
Arp	214
Athens	214
Atlanta	214
Aubrey	817
Austin	512
Avery	214
Azle	817
Bagwell	214
Bandera	512
Bartlett	817
Bay City	409
Baytown	713
Beaumont	409
Beeville	512
Bells-Savoy	214
Belton	817
Benbrook	817
Big Bend Natl. Park	915
Big Spring	915
Birthright	214
Bishop	512
Blossom	214
Blue Ridge	214
Bogata	214
Bonham	214
Borger	806
Bowie	817
Boyd	817
Brackettville	512
Brady	915
Brazoria	409
Breckenridge	817
Bremond	817
Brenham	409
Bridgeport	817
Bristol	214
Bronte	915
Brownsboro	214
Brownsville	512
Brownwood	915
Bryson	817
Buna	409
Burkburnett	817
Burleson	817
Byers	817
Caddo Mills	214
Calvert	409
Cameron	817
Canadian	806
Canton	214
Canyon	806
Carrizo Springs	512
Carrollton	214
Carthage	214
Cayuga	214
Cedar Hill	214

PLACE	AREA
Celeste	214
Celina	214
Center	409
Centerville	214
Chandler	214
Chico	817
Childress	817
Chillicothe	817
Chilton	817
China Spring	817
Cisco	817
Clarendon	806
Clarksville	214
Claude	806
Cleburne	817
Cleveland	409
Clifton	817
Coahoma	915
Coldwater	806
Collinsville	214
Colorado City	915
Columbus	409
Comanche	915
Combine	214
Commerce	214
Como	214
Cooper	214
Copperas Cove	817
Corpus Christi	512
Corsicana	214
Cotton Center	806
Cotulla	512
County Line	806
Coupland	512
Covington	817
Crandall	214
Crane	915
Crockett	409
Cross Plains	817
Crowell	817
Crystal City	512
Cuero	512
Daingerfield	214
Dalhart	806
Dallas	214
Danielsdale	214
Decatur	817
DeKalb	214
Del Rio	512
Denison	214
Denton	817
Denver City	806
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DeSoto	214
Detroit	214
Devine	512
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Dodson	806
Donna	512
Dorchester	214
Dripping Springs	512
Dry Creek	214
Dry Lake	806
Dublin	817
Dumas	806
Duncanville	214
Eagle Lake	409
Eagle Mountain Lake	817
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Earth	806
East Houston	713
Eastland	817
Ector	214
Edcouch	512
Eddy	817
Eden	915
Edgecliff	817
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Edinburg	512
Edmondson	806
Edna	512
Edom	214
Elbert	817
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Elgin	512
Elkasville	817
El Paso	915
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Emory	214
Ennis	214
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Euless-Hurst	817

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Fairfield	214
Falfurrias	512
Fannett	409
Farmers Branch	214
Farmersville	214
Farwell	806
Fentress	512
Ferris	214
Fieldton	806
Flat	817
Flatonia	512
Floydada	806
Forney	214
Fort Stockton	915
Fort Worth	817
Frankston	214
Freeport	409
Freer	512
Frisco	214
Frost	214
Gainesville	817
Galveston	409
Garland	214
Gatesville	817
Georgetown	512
Gilmer	214
Girard	806
Glen Rose	817
Godley	817
Goldsmith	915
Goldthwaite	915
Gonzales	512
Goodnight	806
Gordonville	214
Goree	817
Gorman	817
Graham	817
Granbury	817
Grandfalls	915
Grand Prairie	214
Grand Saline	214
Granger	512
Grapevine	817
Greenville	214
Groesbeck	817
Gruver	806
Gunter	214
Gustine	915
Guymon	806
Hallettsville	512
Hamilton	817
Hamlin	915
Happy Union	806
Harlingen	512
Haskell	817
Hawkins	214
Hearne	409
Hedley	806
Helotes	512
Hereford	806
Hermleigh	915
Hico	817
Higgins	806
Highlands	713
Hillsboro	817
Hollandville	806
Hondo	512
Honey Grove	214
Hooks	214
Houston	713
Hubbard	817
Hughes Springs	214
Hull	409
Huntsville	409
Hurst	817
Hutchins	214
Hutto	512
Ingleside	512
Iraan	915
Irving	214
Italy	214
Itasca	817
Jacksboro	817
Jackson	214
Jal	915
Jarrell	512
Jasper	409
Jayton	806
Jefferson	214
Joaquin	409
Jonesboro	817

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AREA CODES

PLACE	AREA
Josephine	214
Joy	817
Junction	915
Kamay	817
Karnes City	512
Kaufman	214
Keller	817
Kemp	214
Kenedy	512
Kennedale	817
Kerens	214
Kermit	915
Kerrville	512
Killeen	817
Kingsbury	512
Kingsland	915
Kingsville	512
Knox City	817
Koon Kreek	214
Kopperl	817
Kosse	817
Kountze	409
Krum	817
Kyle	512
Lacoste	512
La Grange	409
Laguna Park	817
Lake Dallas	817
Lake Jackson	713
Lakeview	806
Lake Worth	817
Lampasas	512
Lancaster	214
La Porte	713
La Pryor	512
Laredo	512
Lavernia	512
Lawson	214
Leesville	512
Lefors	806
Lenorah	915
Leona	214
Leonard	214
Leon Springs	512
Lewisville	214
Liberty	409
Lindale	214
Littlefield	806
Livingston	409
Lockhart	512
Lockney	806
London	915
Lone Oak	214
Longview	214
Lorena	817
Lubbock	806
Lueders	915
Lufkin	409
Luling	512
Luther	915
Mabank	214
Madisonville	409
Malakoff	214
Mansfield	817
Manvel	713
Marble Falls	512
Marfa	915
Marietta	214
Marlin	817
Marshall	214
Mart	817
Martindale	512
Martins Mill	214
Mason	915
Matagorda	409
Mathis	512
Maud	214
Maydelle	214
McAllen	512
McCamey	915
McGregor	817
McKinney	214
McLean	806
Megargel	817
Memphis	806
Menard	915
Mercedes	512
Meridian	817
Merell	806
Mesquite	214
Mexia	817
Miami	806
Midland	915
Midlothian	214
Milford	214
Mineola	214
Mineral Wells	817
Mirando City	512
Mission	512
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Moran	915
Morgan	817
Mount Pleasant	214
Mount Vernon	214
Murchison	214
Myrtle Springs	214
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Navasota	409
Neches	214
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Nevada	214
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Newton	409
Nixon	512
Nobility	214
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Normangee	409
North Richland Hills	817
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Odessa	915
Oglesby	817
Olney	817
Olton	806
Omaha	214
Orange	409
Ore City	214
Owentown	214
Ozona	915
Palacios	713
Palestine	214
Palmer	214
Pampa	806
Paris	214
Pearsall	512
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Pharr	512
Pickton	214
Pilot Point	817
Pine Mills	214
Pittsburg	214
Plainview	806
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Pleasanton	512
Point	214
Ponder	817
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Port Arthur	409
Port Isabel	512
Port Lavaca	512
Post	806
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Presidio	915
Princeton	214
Prumela	817
Putnam	915
Quanah	817
Quinlan	214
Quitman	214
Ranger	817
Rankin	915
Raymondville	512
Red Oak	214
Refugio	512
Rhome	817
Richardson	214
Richmond	713
Rising Star	817
Roanoke	817
Robert Lee	915
Rochester	817
Rockdale	512
Rockport	512
Rock Springs	512
Rockwall	214
Rogers	817
Roscoe	915
Rosebud	817
Rosser	214
Round Rock	512
Royse City	214
Rusk	214
Ryle	214
San Angelo	915
San Antonio	512
San Augustine	409
San Benito	512
Sanderson	915
San Diego	512
Sandy Creek	214
Sanger	817
San Marcos	512
Scurry	214
Seagoville	214
Seagraves	806
Sealy	409
Seguin	512
Seminole	915
Seymour	817
Shallowater	806
Shamrock	806
Sherman	214
Silsbee	409
Sinton	512
Skellytown	806
Slaton	806
Slidell	817
Smithville	512
Snyder	915
Somerset	512
Sour Lake	409
Spearman	806
Springtown	817
Spur	806
Stamford	915
Stanton	915
Stephenville	817
Stinnett	806
Stratford	806
Streetman	214
Sudan	806
Sugar Land	713
Sulphur Springs	214
Sunnyvale	214
Sunset	817
Swan	214
Sweetwater	915
Taft	512
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Taylor	512
Teague	817
Telephone	214
Temple	817
Terrell	214
Texarkana	214
Texas City	409
Texline	806
Tomball	713
Trinidad	214
Tucker	214
Tulia	806
Turnersville	817
Tyler	214
Universal City	512
Uvalde	512
Valley View	817
Van Alstyne	214
Vernon	817
Victoria	512
Waco	817
Waller	409
Walnut Springs	817
Waskom	214
Waxahachie	214
Weatherford	817
Wedgewood	817
Weinert	817
Wellington	806
Weslaco	512
West	817
West Columbia	713
Westland	817
West Stanton	915
Wharton	713
Whitehouse	214
Whitesboro	214
White Settlement	817
Whitewright	214
Whitney	817
Wichita Falls	817
Wills Point	214
Wilmer	214
Windom	214
Windhorst	817
Wink	915
Winnsboro	214
Wolfe City	214
Woodrow	806
Woodsboro	512
Woodson	817
Woodville	713
Wortham	817
Yoakum	512

UTAH

All Cities	801

VERMONT

All Cities	802

VIRGINIA

Arlington	703
Charlottesville	804
Danville	804
Fredericksburg	703
Harrisonburg	703
Lynchburg	804
Martinsville	703
Norfolk	804
Richmond	804
Roanoke	703

WASHINGTON

Everett	206
Seattle	206
Spokane	509
Tacoma	206
Vancouver	206
Wenatchee	509
Yakima	509

WEST VIRGINIA

All Cities	304

WISCONSIN

Eau Claire	715
Green Bay	414
Kenosha	414
Madison	608
Milwaukee	414
Oshkosh	414
Racine	414
Sheboygan	414
Wausau	715
West Bend	414
Wisconsin Rapids	715

WYOMING

All Cities	307

CANADA

Banff, Alta.	403
Blind River, Ont.	705
Calgary, Alt.	403
Charlottestown, PEI	902
Corner Brook, NFLD	709
Cranbrook, B.C.	604
Dawson Creek, B.C.	604
Granby, Que.	514
Halifax, N.S.	902
Hamilton, Ont.	416
Kamloops, B.C.	604
Lethbridge, Alta.	403
London, Ont.	519
Montreal, Que.	514
Niagara Falls, Ont.	416
Ottawa, Ont.	613
Quebec, Que.	418
Regina, Sask.	306
St. Catharines, Ont.	416
Saint John, N.B.	506
St. Thomas, Ont.	519
Sault Ste Marie, Ont.	705
Toronto, Ont.	705
Trois Rivieres, Que.	819
Vancouver, B.C.	604
Victoria, B.C.	604
Windsor, Ont.	519
Winnipeg, Man.	204

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BUSINESS TELEPHONE ETIQUETTE

PERFORMANCE TEST II

Listed below are three situations, each with one side of a telephone conversation. Read the directions carefully, then respond as if you were the other person in the telephone conversations. If it is necessary to take a message, fill out one of the enclosed message forms using the current date.

CONVERSATION #1

You are an accounts clerk for Morris, Mayes, and Logan. Mr. Logan is attending an out-of-town meeting and called the office at 1 p.m. for some specific information from the accounting department. You are unable to compile the desired figures immediately and will have to call him back. In the space provided, fill in your part of the conversation.

"Ring"

1. _____

_____

_____

2. This is Mr. Logan. I need some figures from last month's sales report for the meeting here in Houston. Can you give me an overall total for last month's sales? Also look up the current value of the following stocks: Kansas Electric, Lone Star Steel, and Northwest Utilities.

3. _____

_____

_____

_____

4. There will be a break in the meeting at 4 p.m. Call me then at (713) 521-3098. Also inform my partners that the sales presentation is going very well. I'm getting a good response on our proposed merger with Atlantic Associates.

5. _____

_____

_____

_____

6. Thank you. I'll be waiting for this information. Goodbye.

CONVERSATION #2

You have located the information Mr. Logan requested. The total sales for last month were $259,640; the current value of the stocks are: Kansas Electric, 16 1/8; Lone Star Steel, 24 1/4; and Northwest Utilities, 8 3/4. After receiving the message from Mr. Logan, the senior partner, Mr. Morris, is very pleased with the report. He instructs you to tell Mr. Logan, "There will be a big bonus if you pull of this deal."

You call Mr. Logan at 4 p.m. and give him the information and the message from Mr. Morris.

"Ring"

1. Hello

2. _____

_____

_____

3. One moment, I will call him to the telephone. . . . This is Logan.

4. _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

5. Thank you for the information. Tell Mr. Morris I'll be home to collect that bonus by Friday afternoon.

6. _____

_____

_____

7. Goodbye.

CONVERSATION #3

You are the secretary for Margaret Howell who is sales manager for Taylor Culinary Supplies. She handles sales and rental of equipment. Ms. Howell is out of the office today and tomorrow attending her aunt's funeral. Therefore, transfer her calls to Tom Morgan, extention 493. He can usually answer any questions concerning the sales department.

At 10:30 a.m. a good customer, Helen Wood, called to inquire about renting punch bowls for a large wedding reception she is catering on May 19.

"Ring"

1. _____

_____

2. This is Helen Wood. May I speak to Margaret Howell? I would like to inquire about renting four punch bowls for a wedding reception I am catering on May 19.

3. _____

_____

_____

_____

_____

4. Yes, would you please let me speak to Mr. Morgan and tell Ms. Howell I called.

5. _____

_____

6. Yes, I'll hold.

****

7. Sales department, Tom speaking.

8. _____

_____

_____

_____

9. Thank you (Tom Morgan)

10. _____

_____

11. Thank you, (Ms. Wood)

BUSINESS TELEPHONE ETIQUETTE

PERFORMANCE TEST III

TAKING TELEPHONE MESSAGES

Included in this test package are ten scripts containing business telephone conversations. They may be used to test message taking ability. The teacher and/or students should role-play each conversation, either live or on tape. Students being tested should record appropriate telephone messages on the enclosed forms using the current date.

An accurate telephone message should include the date and time of the call, the name of the person to whom the call was being made, the name and telephone number of the caller, along with an accurate summary of the message. The person taking the call should sign or initial the message.

Message

For_____

From_____

Date_____ Time_____

Phone No._____

Telephoned		Please call	
Called to see you		Will call again	

Message:_____

Call taken by_____

Message

For_____

From_____

Date_____ Time_____

Phone No._____

Telephoned		Please call	
Called to see you		Will call again	

Message:_____

Call taken by_____

Message

For_____

From_____

Date_____ Time_____

Phone No._____

Telephoned		Please call	
Called to see you		Will call again	

Message:_____

Call taken by_____

Message

For_____

From_____

Date_____ Time_____

Phone No._____

Telephoned		Please call	
Called to see you		Will call again	

Message:_____

Call taken by_____

BUSINESS TELEPHONE ETIQUETTE

PERFORMANCE TEST IV

EVALUATING VOICE QUALITY

Included in this test package are ten scripts containing business telephone conversations. They may be used to evaluate the quality of the speaker's voice. The instructor should assign pairs of students to read scripts, allowing several minutes to practice. Using the checklist below, the instructor and/or class members should evaluate the voice quality of each student. The evaluators should circle YES if the speaker demonstrates the quality and NO if he/she does not. Award one point for each YES answer and record the total scores at the bottom of the page along with the evaluator's initials. The average of the evaluation scores would be used to rate the voice quality of the students tested. A score of seven or more would be satisfactory.

If additional scripts are needed, choose some of the better scripts written by students for Performance Test II.

Ideally, the conversations should be read and recorded over actual telephone equipment. However, if such equipment is not available, reading the scripts orally in front of the class would be adequate.

EVALUATING VOICE QUALITY

Use the checklist below to evaluate the voice quality of each speaker in a business conversation.

_____ Name of the caller

_____ Name of the office worker

YES	NO	1.	Words are spoken clearly with correct pronunciation.	YES	NO
YES	NO	2.	The volume is loud enough to understand, yet not too loud as to be irritating.	YES	NO
YES	NO	3.	The tone is pleasant with the sound of a "smile in the voice."	YES	NO
YES	NO	4.	The pitch of the voice is pleasant; too high tends to irritate, too low is hard to hear.	YES	NO
YES	NO	5.	The speaker uses a variety of voice tones and inflections to create an interesting conversation.	YES	NO
YES	NO	6.	The rate of speech is easy to understand.	YES	NO
YES	NO	7.	The language is businesslike and straightforward.	YES	NO
YES	NO	8.	The speaker sounds enthusiastic and interested in the caller.	YES	NO
YES	NO	9.	The grammar is correct.	YES	NO
YES	NO	10.	The speaker is friendly and courteous.	YES	NO

_____ Total Evaluator _____ Total _____

Script #1 for Business Telephone Conversations

"Ring" 10:15 a.m.

OFFICE WORKER: Daniel, Levi, and Samson, attorneys at law, Miss Pittman speaking.

CALLER: This is Dave Reed at the county courthouse. May I speak to Mr. Daniel? There has been a change in the hearing date for Roy McBride.

OFFICE WORKER: Mr. Daniel is out of the office this morning. Would you like to leave a message?

CALLER: Yes. Tell Mr. Daniel that the D.A.'s office has been unable to contact one of the key witnesses and, therefore, the hearing date for Roy McBride has been postponed until May 14.

OFFICE WORKER: What time will the hearing be held on the 14th?

CALLER: It is scheduled for 2 p.m. in Courtroom 3-B.

OFFICE WORKER: Let me repeat the message, Mr. Reed. The Roy McBride hearing has been postponed until May 14 at 2 p.m. in Room 3-B. Is there anything else?

CALLER: That's all, thank you.

OFFICE WORKER: Goodbye.

Script #2 for Business Telephone Conversations

"Ring" 9:30 a.m.

OFFICE WORKER: New Trends Employment Agency, this is Ms. Luna.

CALLER: I am looking for a job. I have some training in welding and experience in building maintenance. Do you have anything in this area?

OFFICE WORKER: Jason Randolph handles our industrial skills jobs. His number is 478-6991. Would you like me to transfer your call?

CALLER: Yes, please let me talk to Mr. Randolph.

OFFICE WORKER: Whom may I say is calling?

CALLER: I'm Brent Norton.

OFFICE WORKER: Will you hold, please?

****

OFFICE WORKER #2: Mr. Randolph's office, Mary speaking.

OFFICE WORKER: I have a transfer call for Mr. Randolph. Brent Norton is calling about a maintenance job.

OFFICE WORKER #2: I'm sorry, Mr. Randolph is out of the office. If you will take the man's name and telephone number, Mr. Randolph will return his call when he comes in.

OFFICE WORKER: Thank you, I'll take his number.

****

OFFICE WORKER: Mr. Norton, Mr. Randolph is out of the office right now. He will call you as soon as he returns. What is your telephone number?

CALLER: You can reach me at 406-7113 until about 3 p.m. If I don't hear from him before then, I will call back tomorrow.

OFFICE WORKER: Thank you Mr. Norton. I will try to have Mr. Randolph call you before 3 p.m. today at 406-7113.

CALLER: Goodbye.

Script #3 for Business Telephone Conversations

"Ring" 3:10 p.m.

OFFICE WORKER: Warren's Janitor Supply. This is Jerry.

CALLER: This is Dien Phuong from the Star Light Hotel. I would like to order some supplies.

OFFICE WORKER: Yes, I can relay that message to the sales department. Let me get a pencil and paper. Now, what do you need?

CALLER: We need one (1) case of liquid soap, 16 oz. size, #49802; three (3) gallons of disinfectant, #49316; and four (4) cases of single fold paper towels, #50227. That is all.

OFFICE WORKER: We have an introductory special on a new brand of floor wax. The price is regularly $10.98 a gallon, but this week it is priced at $8.95. Would you be interested in trying some of this?

CALLER: No thank you, I recently purchased 50 gallons of wax, and that should last about six months.

OFFICE WORKER: Do you want to pick up these supplies, or shall we deliver them?

CALLER: Please deliver them to 6900 South Main Street. If you have any problems, my telephone number is 555-4908.

OFFICE WORKER: Let me read this back to you. That is one case of 16 oz. liquid soap, #49802; three gallons of disinfectant, #49316; and four cases of paper towels, #50227; delivered to the Star Light Hotel, 6900 South Main Street. And would you spell your name for me?

CALLER: The order is correct. My name is Dien Phuong - D i e n P h u o n g. When will that be delivered?

OFFICE WORKER: That order should go out tomorrow morning.

CALLER: Very good.

OFFICE WORKER: Thank you for calling Warren's.

PERFORMANCE TEST

Script #4 for Business Telephone Conversations

"Ring" 9:30 a.m.

WORKER Kitty Korner Pet Shop, Chris speaking. May I help you?

CALLER This is Susan Moore. I'm looking for a particular brand of pet food. Do you carry Kitty Treats?

WORKER Yes, Ms. Moore. We stock Kitty Treats in the 5 oz. and 12 oz. packages, and they come in four varieties.

CALLER Can you tell me the price of the 12 oz. box?

WORKER I'll have to look up that information. It will only take a minute or so. Would you like to hold, or shall I return your call?

CALLER I'll hold, thank you.

(Push hold button. Look up price.)

WORKER Ms. Moore, I have the price you requested. The 12 oz. box sells for $1.98 and the 5 oz. box sells for 98¢. However, we are out of Kitty Treats right now. We should get a shipment by next week.

CALLER Would you call me when it comes in?

WORKER I'll be glad to let you know when it comes in. What is your telephone number, Ms. Moore?

CALLER You can call me at home; the number is 902-6437.

WORKER I'll call you as soon as it comes. Your number is 902-6437.

CALLER Thank you. Goodbye.

Script #5 for Business Telephone Conversations

"Ring" 11 a.m.

OFFICE WORKER Casa de Flores, Delores speaking. May I help you?

CALLER This is Scott Tucker, and I would like to order some flowers for my mother's birthday.

OFFICE WORKER What kind of flowers would you like, Mr. Tucker, and what date should we deliver them?

CALLER Please send one dozen red roses to Diane Tucker on April 10.

OFFICE WORKER What is that address?

CALLER She lives at 1709 Washington Boulevard, El Paso, Texas 79905.

OFFICE WORKER How shall we bill this?

CALLER Please charge it to my VISA card. The number is #7354 0698 4000 9756.

OFFICE WORKER Let's see, that is one dozen red roses to be delivered to Diane Tucker on April 10, 1709 Washington Boulevard, El Paso, 79905, and it is charged to your VISA card, #7354 0698 4000 9756. Is that correct, Mr. Tucker?

CALLER Yes, that is correct. And please try to deliver them in the morning of the 10th. Thank you.

OFFICE WORKER Thank you for calling Casa de Flores.

Script #6 for Business Telephone Conversations

"Ring" 4:30 p.m.

OFFICE WORKER Dr. Crawford's office, this is Jan.

CALLER This is Dr. Blake from the X-ray lab. Is Dr. Crawford in?

OFFICE WORKER I'm sorry, Dr. Crawford has left for the day. May I take a message.

CALLER Yes. Tell him I looked at the X-rays for Bobby Hunt. The fracture in the right leg is healing nicely. However, the fracture in the ankle is not doing as well. I need to talk to Dr. Crawford about this.

OFFICE WORKER I'll give him the message and ask him to call you when he comes in tomorrow. What is your number, Dr. Blake?

CALLER He can reach me in the lab until noon. The number is 704-9521. Then I'll be at General Hospital after 1 p.m. The number there is 706-5576.

OFFICE WORKER I'll tell Dr. Crawford to call you at the X-ray lab until noon, 704-9521, or the hospital after 1 p.m., 706-5576. Is there anything else?

CALLER No. That is all. Thank you.

Script #7 for Business Telephone Conversations

"Ring" 7:45 p.m.

OFFICE WORKER: Shady Grove Mobile Home Park. Lillian Lester speaking.

CALLER: I have an emergency message for one of your tenants. I have been calling all afternoon, but she does not seem to be home. Could you get a message to my Aunt Sara?

OFFICE WORKER: I'll be glad to help; whom are you trying to reach?

CALLER: Sara Wayne. She lives there at the trailer park, #16, I think. Her telephone number is 793-4209. I've been trying and trying to call her, but no answer.

OFFICE WORKER: What message do you want to relay?

CALLER: It's my mother. She is very sick and went to the hospital this morning.

OFFICE WORKER: What hospital is your mother in?

CALLER: She is in Clarksville Community Hospital.

OFFICE WORKER: What is your name and where can you be reached?

CALLER: I'm Tracy Russell and she can call me at 789-4345.

OFFICE WORKER: What is the area code for that number?

CALLER: It's 214. Tell Aunt Sara to call me as soon as she can.

OFFICE WORKER: Let me repeat the message. You want Aunt Sara to call you, Tracy Russell, at (214) 789-4345. Your mother is ill and entered Clarksville Community Hospital this morning. Is there anything else?

CALLER: No, just try to find her as soon as you can.

OFFICE WORKER: I'll do my best; goodbye.

Script #8 for Business Telephone Conversations

"Ring" 11:20 a.m.

OFFICE WORKER #1 Data Search, Ms. Keller speaking

CALLER Good Morning, this is Walter Ward at Sight and Sound Video. We need to run a credit check on an individual. Can you help me?

OFFICE WORKER #1 You will need to talk to Chris Walker in the credit department. The extension there is 190. Would you please hold while I transfer the call?

CALLER Yes, thank you.

******

OFFICE WORKER #2 Credit Department

OFFICE WORKER I'm transferring a call to Chris Walker. It is a credit check for Sight and Sound Video. Walter Ward is on the line.

OFFICE WORKER #2 This is Chris. Go ahead with the transfer.

******

OFFICE WORKER #1 Mr. Ward, Chris is on the line to help you. Go ahead please.

CALLER I'm Walter Ward from Sight and Sound Video. Would you run a credit check on Lee Hawkins?

OFFICE WORKER #2 Yes, Mr. Ward. We have done several credit checks for your company lately.

CALLER Lee Hawkins applied for credit to purchase a T.V. for $495 with installment payments of $25 per month for 24 months. The references are VISA #5783 6792 4000 9572 and Republic Bank, loan #4902357.

OFFICE WORKER #2 I will check this information this afternoon and should have the report in the mail no later than the day after tomorrow. Let me repeat this information: Lee Hawkins wants $495 in credit for two years. The references are VISA #5783 6792 4000 9572 and Republic Bank #4902357.

CALLER Yes, that is correct. Thank you, I'll be waiting to hear from you.

OFFICE WORKER #2 Thank you for calling Data Search. Goodbye.

Script #9 for Business Telephone Communications

(Often it is the secretary's responsibility to transcribe messages from the telephone answering device. Transfer this information to a message form for your supervisor's review.)

"Ring"

OFFICE WORKER — Lone Star Insurance, J. L. Larson speaking. I am out of the office this afternoon and unable to take your call. My regular office hours are 8 a.m. until noon every day and Wednesday afternoon from 1 until 5 p.m. At the sound of the tone, please leave your name, message, and a telephone number at which you may be reached. I will return your call as soon as possible.

"Beep"

CALLER — This is Tracy Brian and I have a question about the bill for my car insurance. There is an increase of about $30 in the cost of my comprehensive coverage on my 1982 Ford Fairlane. There has been no change in the policy. I'm wondering why there is an increase in the bill. The policy number is F79024. Please call me at 818-0172. Thank you.

Script #10 for Business Telephone Conversations

(Often it is the secretary's responsibility to transcribe messages from the telephone answering device. Transfer this information to a message form for your supervisor's review.)

"Ring"

OFFICE WORKER — This is Robin Owens. I am out of the office at the present time. At the sound of the tone, please leave your message with your name and telephone number.

"Beep"

CALLER — This is Lonnie Montoya at Monterrey Real Estate. I understand you are looking for a new house. I have a piece of property I think you and your family would like. Our office recently listed a nice four-bedroom, two-bath home, with a modern kitchen, large family room, and a fireplace. It would be ideal for a large family. The house is in a lovely neighborhood in the south side of town on Mockingbird Lane. Perhaps you and your wife would like to set up an appointment to see the house. If you are interested, call me and we will set a convenient time to see the property. I'm Lonnie Montoya and you may reach me at 525-0061 during office hours, or call me at home in the evenings at 542-9472.

ANSWER KEYS

50-Point Sample Test

1. F
2. T
3. F
4. T
5. F
6. T
7. F
8. T
9. F
10. F
11. T
12. F
13. T
14. F
15. T
16. T
17. F
18. T
19. T
20. E
21. C
22. E or B
23. A
24. D
25. F
26. A
27. D
28. F
29. B

30. Caller's name
31. Date and time received
32. Caller's number
33. Instructions for responding to the call
34. Message the caller wishes to leave
35. The name or initials of the person taking the call

36. A
37. E
38. D
39. B
40. C
41. A
42. 7
43. 1
44. 5
45. 9
46. 3
47. 4
48. 6
49. 2
50. 8

Performance Objective 1

1. F
2. T
3. F
4. F
5. T
6. T
7. F

8. 1. Use businesslike expressions.
   2. Note the caller's name and use it in the conversation.
   3. Return calls promptly.
   4. Take accurate notes.
   5. Speak clearly in a pleasant tone.
   6. Acknowledge telephone requests in writing.

9. E
10. C
11. E or B
12. A
13. D
14. F
15. A
16. D
17. F
18. B

Performance Objective 2

1. T
2. F
3. F
4. F
5. F
6. T
7. A
8. E
9. D
10. B
11. C
12. A

Performance Objective 3

1. T
2. T
3. F
4. T
5. F
6. F
7. 7
8. 1
9. 5
10. 9
11. 3
12. 4
13. 6
14. 2
15. 8
16. Inform the caller that the number reached is incorrect.
17. Give the caller the proper number for future reference.
18. Ask the caller if you may transfer the call to the right person.
19. Ask the caller to hold.
20. Inform the person who answers that you have a transfer call, giving both the name of the caller and the person being called.

Performance Objective 4

1. F
2. F
3. T
4. T
5. F
6. T
7. T
8. Name of the caller
9. Date and time received
10. Caller's number
11. Instructions for responding to the call
12. Message the caller wishes to leave
13. The name or initials of the person taking the call

Performance Objective 5

1. F
2. T
3. F
4. F
5. T
6. T
7. T
8. T
9. F
10. T
11. F

12 - 15 CHOOSE FOUR OF THE SIX ANSWERS. STUDENTS' ANSWERS MAY VARY.

Dial a series of programmed numbers
Signals an incoming call when the line is in use
Automatically transfers incoming calls to another number
Transfers data and pictures over telephone lines
Enables computers to communicate with one another
Facilitate telephone conferences with people in different locations

16. The person being called
17. Why you are placing the call
18. What information you want to give or receive
19. What course of action to take if the person you are calling is not available

20. Identify yourself and your company
21. Ask to speak to the person whom you are calling
22. Get or give the desired information
23. Close the conversation courteously

ANSWER KEYS

BEST COPY AVAILABLE

Performance Test I

	AREA CODE	TIME	AREA CODE	TIME
1.	213		303	10 a.m.
2.	512		305	1 p.m.
3.	503	11 a.m.	207	
4.	404	9 a.m.	214	
5.	614		801	9 a.m.
6.	915		717	11 a.m.
7.	604	1 p.m.	506	
8.	702	1 p.m.	915	
9.	505		616	3 p.m.
10.	713		409	4 p.m.

Performance Test II (Sample - Students' answers will vary.)

CONVERSATION 1 (Sample message forms on page 45.)

1. Good afternoon, Morris, Mayes, and Logan. (Student's name) speaking. May I help you?

3. I'll check on this right away. It will take a little time to locate that information. May I call you back?

5. I will get this information and call you at 4 p.m. at (713) 521-3098 and relay your message to Mr. Morris and Mr. Mayes. Is there anything else?

CONVERSATION 2

2. This is (student's name) of Morris, Mayes, and Logan. May I speak to Mr. Logan?

4. Mr. Logan, I have the information you requested. Last month's sales totaled $259,640; the value of the stocks are: Kansas Electric, 16 1/8; Lone Star Steel, 24 1/2; and Northwest Utilities, 8 3/4. Also, Mr. Morris asked me to relay a message. He said, "There will big bonus if you pull off this deal."

6. Good luck to you, Mr. Logan. Goodbye.

CONVERSATION 3

1. Good morning, Taylor Culinary Supplies.

3. I'm sorry, Ms. Howell is out of the office today. Tom Morgan may be able to help you. Would you like me to transfer the call?

5. Mr. Morgan's extension is 493. Would you please hold, Mrs. Wood?

6. I'm transferring a call to Tom Morgan. Helen Wood wants to rent punch bowls for a wedding on May 19.

10. Ms. Wood, Tom Morgan is on the line. Go ahead please.

Sample message from telephone conversations, Test II

#1

Message

For Mr. Morris

From Mr. Logan

Date current Time 1 p.m.

Phone No.

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: Sales presentation is going well and Mr. Logan reports a good response on the proposed merger with Atlantic Associates.

Call taken by (student's name)

#1

Message

For Mr. Mayes

From Mr. Logan

Date Current Time 1 p.m.

Phone No.

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: Sales presentation is going well and Mr. Logan reports a good response on the proposed merger with Atlantic Associates

Call taken by (student's name)

#2

Message

For Mr. Morris

From Mr. Logan

Date Current Time 4 p.m.

Phone No.

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: Mr. Logan says that he will be home to collect his bonus by Friday afternoon.

Call taken by (student's name)

#3

Message

For Margaret Howell

From Helen Wood

Date Current Time 10:30 a.m.

Phone No.

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: called about renting punch boards for May 19. Tom Morgan gave her the information

Call taken by (student's name)

ANSWER KEYS

BEST COPY AVAILABLE

Sample messages from telephone conversations, Test III

#1

Message

For Mr. Daniel

From Dave Reed

Date current Time 10:15 a.m.

Phone No.

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: The D.A.'s office has been unable to contact a key witness in the Roy McBride case. The hearing date has been postponed until May 14 at 2 p.m. in Courtroom 3-B.

Call taken by (student's name)

#3

Message

For Sales Department

From Dien Phuong

Date current Time 3:10 p.m.

Phone No. 555-4908

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: Ordered: 1 case liquid soap, 16 oz. #49802; 3 gal disenfectant, #49316; 4 cases paper towels #50227. Deliver to 6900 South Main street.

Call taken by (student's name)

#2

Message

For Mr. Randolph

From Brent Norton

Date current Time 9:30 a.m.

Phone No. 406-7113

Telephoned	✓	Please call	✓
Called to see you		Will call again	

Message: Inquired about employment in welding or maintenance. Please call him before 3 p.m. today or he will call back tomorrow.

Call taken by (student's name)

#4

Message

For Chris - Reminder

From Susan Moore

Date current Time 9:30 a.m.

Phone No. 902-6437

Telephoned	✓	Please call	✓
Called to see you		Will call again	

Message: Call Ms. Moore when shipment of Kitty Treats comes in.

Call taken by (student's name)

BEST COPY AVAILABLE

#5

Message

For Casa de Flores

From Scott Tucker

Date current Time 11 a.m.

Phone No. _____

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: Send 1 doz. red roses to Diane Tucker on April 10, at 1709 Washington Blvd. El Paso, TX. 79905. Charge to: VISA 7354 0698 4000 9756

Call taken by (student's name)

#7

Message

For Sara Wayne

From Tracy Russell

Date current Time 7:45 p.m.

Phone No. (214) 789-4345

Telephoned	✓	Please call	✓
Called to see you		Will call again	

Message: Tracy's mother is ill and entered Clarksville Community Hospital this morning. Call as soon as possible.

Call taken by (student's name)

#6

Message

For Dr. Crawford

From Dr. Blake

Date current Time 4:30 p.m.

Phone No. _____

Telephoned	✓	Please call	✓
Called to see you		Will call again	

Message: X-Rays for Bobby Hunt shows right leg healing well, but ankle is not doing so well. Dr. Blake needs to talk to you.

Call taken by (student's name)

#8

Message

For Chris Walker

From Walter Ward

Date current Time 11:20 a.m.

Phone No. —

Telephoned	✓	Please call	
Called to see you		Will call again	

Message: Credit check on Lee Hawkins for Sight and Sound Video. Total amount - $495 at $25/mo. for 24 months. References: VISA 5783 6792 4000 9572 Republic Bank 4902357

Call taken by (student's name)

ANSWER KEYS

Sample messages from telephone conversations, Test III

#9

Message

For J. L. Larson

From Tracy Brian

Date current Time –

Phone No. 818-0172

Telephoned	✓	Please call	✓
Called to see you		Will call again	

Message: Question about bill for comprehensive coverage on 1982 Ford Fairlane. It has increased about $50. Policy #F79024

Call taken by

Message

For

From

Date Time

Phone No.

Telephoned		Please call	
Called to see you		Will call again	

Message:

Call taken by

#10

Message

For Roben Owens

From Lonnie Montanez
Monterrey Real Estate

Date current Time –

Phone No Office hours: 525-0061
Home after 5 p.m. 542-9472

Telephoned	✓	Please call	✓
Called to see you		Will call again	

Message: Would like to set an appointment for you to see a large 4-bedroom house on Mockingbird Lane.

Call taken by (student's name)

Message

For

From

Date Time

Phone No.

Telephoned		Please call	
Called to see you		Will call again	

Message:

Call taken by